

**Job Location:** Anderson County – 182 Frank L. Diggs Drive Suite 200, Clinton TN 37716/ Blount County – 303 Home Avenue, Maryville TN 37801/ Campbell County – 2221 Jacksboro Pike Suite C 19A Woodson’s Mall, LaFollette TN 37766 and 601 5<sup>th</sup> Street, Jellico TN 37762/ Knox County – 2700 Middlebrook Pike, Suite 200, Knoxville TN 37921/ Loudon County – 485 Pinetop Street, Lenoir City TN 37772/ Monroe County – 123 Pedigo Road, Madisonville TN 37354/ Morgan County – 1326 Knoxville Hwy, Wartburg TN 37887/ Roane County – 1086 North Gateway Avenue, Rockwood TN 37854/ Scott County – 104 Fire Hall Drive, Huntsville TN 37756

## **Field Management Director 3 (FMD3) (Family Assistance)**

The Department of Human Services mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

The Tennessee Department of Human Services is announcing a vacancy for a Field Management Director 3 position. The vacancy is within the Division of Family Assistance and is responsible for oversight and leadership in the Department’s District 2 area for approximately 200 professional and support level positions in nine (9) counties, to include: Anderson, Blount, Campbell, Knox, Loudon, Monroe, Morgan, Roane and Scott. The FMD3 position will be housed within the District 2 service delivery area. The FMD3 reports to the Director of Operations, Field Services and is responsible for all aspects of daily district activities and field operations. This includes administrative responsibilities ranging from matters involving grounds/facilities to a human resources component. The primary responsibilities center on the administration of the division’s two major programs: Families First (TANF) and the Supplemental Nutrition Assistance Program (SNAP).

A candidate must possess strength in strategic thinking, staff coaching/development, program administration, and process design/implementation. This position serves a rural and urban population and understanding these cultural elements is a must. The Department is seeking a candidate with a proven ability to forge strong relationships with both staff and community partners. The FMD3 must maintain a focus on continuous quality improvement, be performance driven, provide rapid response problem solving, and manage staff relationships in such a way as to promote individual and professional growth amongst the team.

### **Position Responsibilities:**

- Supervises up to 10 Professional and Para Professional staff throughout District 2.
- Primary responsibilities center on the administration of the division’s two major programs- Families First (TANF) and the Supplemental Nutrition Assistance Program (SNAP).
- Completes site visits within the position’s area of responsibility and travels throughout the state for assigned meetings.
- The FMD3 must maintain a focus on continuous quality improvement, be performance driven, provide rapid response problem solving, and promote individual and professional growth amongst the team.
- Collaborate with community partners and contractors to engage our customers in employment and training, educational opportunities, and available resources.

### Position Requirements:

- Bachelor's degree in a social sciences field such as social work, psychology, public administration, etc. Master's degree preferred.
- Must be able to demonstrate the ability to foster teamwork and progress toward a stated vision with a large scale workforce.
- Must have exceptional written and verbal skills, including presentation and public speaking skills
- Must possess a strong emotional intelligence that aids in successful interpersonal/professional relationship.

### Competencies:

- A candidate must possess strength in strategic thinking, staff coaching/development, program administration, and process design/implementation.
- This position serves a rural and urban population, understanding these cultural elements is a must.
- Proven ability to forge strong relationships with both staff and community partners.
- Maintain a focus on continuous quality improvement, be performance driven, provide rapid response problem solving, and manage staff relationships in such a way to promote individual and professional growth amongst the team.

### Information regarding State of Tennessee benefits:

<https://www.tn.gov/hr/employees1/benefits.html>

### How to Apply:

- Please submit resume and cover letter outlining your related experience to [talent.management.dhs@tn.gov](mailto:talent.management.dhs@tn.gov) by November 22, 2018. All email submissions must include in the subject line: Field Management Director 3 – District 2
- **Target Salary: \$60, 108.** The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Applicants may be subject to background check.

Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

*Pursuant to the state of Tennessee's policy of non-discrimination, The Tennessee Department of Human Services does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services or activities.*